

Missouri Department of
MENTAL HEALTH

FY2025 ANNUAL REPORT

Strategic Directions
2022-2027

8

**Strategic
Directions
Themes**

416

**Defined
Initiatives**

205

**Completed
Initiatives**

WORKFORCE

DMH is committed to fostering professional development, optimizing personal management practices, and creating a supportive work culture.

61

Initiatives Defined

32

Initiatives Completed



6,896 FTE

30.8%

Turnover
Rate



Down from
32.4% in
2024

Workforce shortages affect DMH and provider agencies from front line direct support professionals to clinical staff.

Division of Developmental Disabilities Vacancy Rates

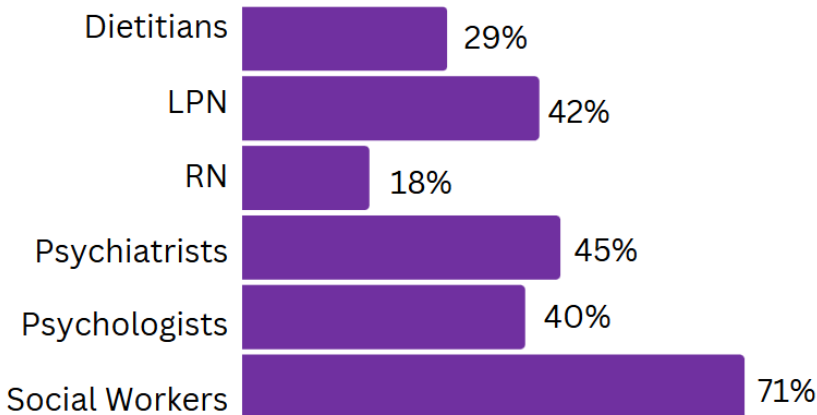
18%

Direct Support
Professionals

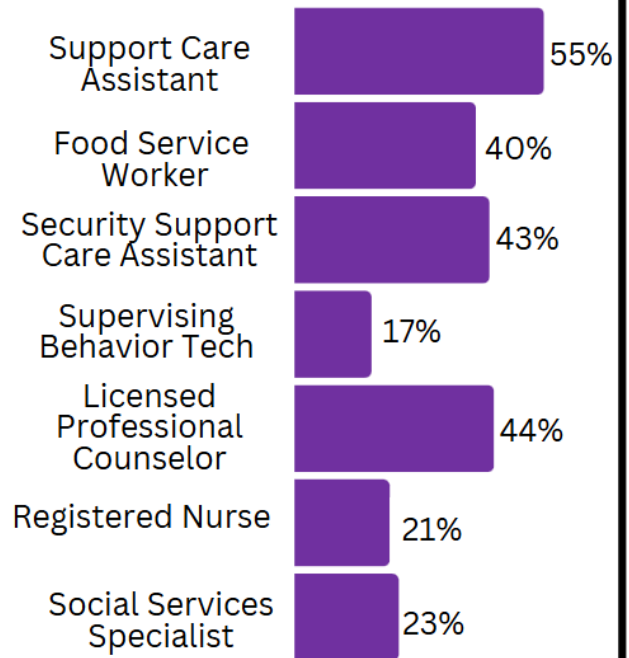
13%

Licensed Practical Nurse
(LPN)/ Registered Nurse (RN)

Division of Behavioral Health Vacancy Rate



DMH Turnover Rates by Position



Workplace Wellness

Launched Post Critical Incident Seminars (PCIS) to provide education, peer support, wellness, and therapeutic services. 3 PCIS have been successfully completed with 53 participants.

3

Workforce Trauma and
Wellness Specialists hired

DMH CARES (Communicating and Reaching Employees Supportively) is a workplace wellness program for DMH employees.

15

Webinar

20

average
attendance

Critical Incident Stress Management (CISM)

185

Certified
CISM Peers

17

Certified CISM
Peer Leads

617

CISM
referrals

83% of CISM peers spent
less than 5 hours a month
participating in program.



164

referrals to the
Employee Assistance
Program (EAP)

Top reasons for referral

- Employee/Family Issues
- Consumer/client death

Workforce



Salary Adjustments

1% pay differential provided to eligible state employees for every two years of continuous state service, up to a maximum of 10% with 20 or more years of service.

Salary adjustments went into effect July 1, 2025

Show Me's Got Talent

A statewide employee referral program.

706

employee
referral
applications

660

team member
referral
accounts

45

hard to fill
positions filled
by program



Behavioral Health Support (BHS) Associates Program

The BHS Associates program was created to address substantial job vacancies and minimize staff turnover in entry-level positions within Missouri's behavioral health workforce.

51

graduated students in FY25
221 total graduates

115

students currently enrolled
in the program

National Core Indicators Intellectual and Developmental Disabilities (IDD)

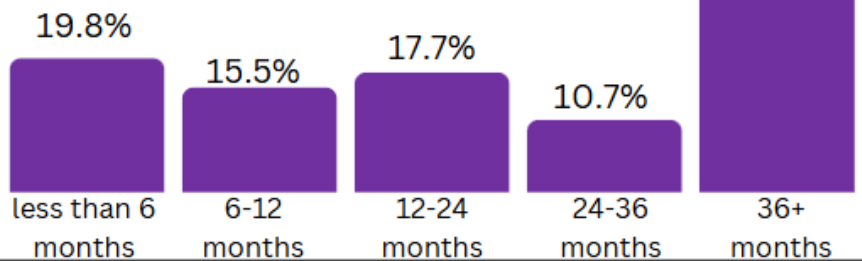
IDD Community Workforce Data

NCI's 2023 State of the Workforce Survey

Direct Support Professional (DSP) workforce directly impacts the safety and security of individuals served.

Missouri Tenure Among DSPs

(N=259 Community Providers)



\$17.10

MO DSP average
hourly rate

9.2%

MO full-time DSP
vacancy rate

46.1%

MO DSP
turnover ratio



Registered Apprenticeship

Registered Apprenticeship aims to reduce the national direct care workforce shortage crisis.

369

enrolled apprentices

111

graduates earned the certified direct
support professional credential

27

Missouri Employer Partners
participating in registered
apprenticeship program

58%

average
retention rate

55%

of employer partners
have retention rates
between 67-100%

\$2.83 Million

in estimated savings in
staffing replacement
since July 2022

CAPACITY AND INFRASTRUCTURE

DMH is committed to strengthening Missouri's existing mental health system and increasing access to mental health services.

51

Initiatives Defined

22

Initiatives Completed

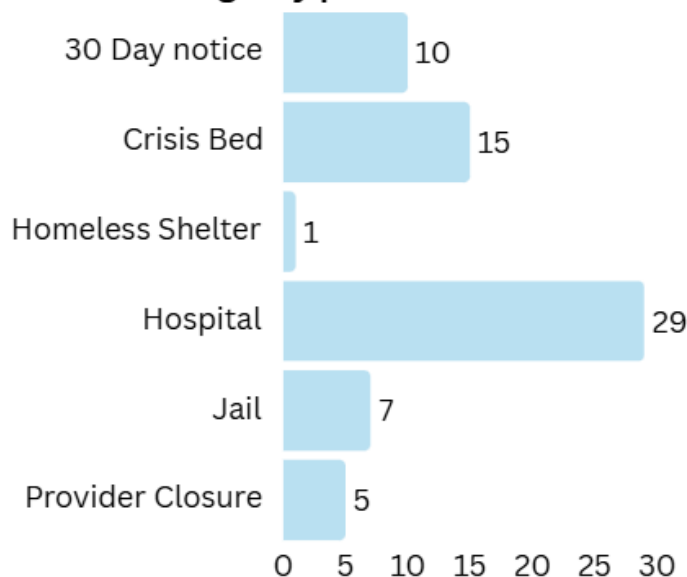
Access to Care

Many Missourians struggle to access mental health services and supports. Lack of access, system-wide, is creating strain on Missouri's health and judicial systems.

783

Division of Developmental Disabilities (DD) waiver funded individuals waiting for a new residential provider

DD emergency placement reasons



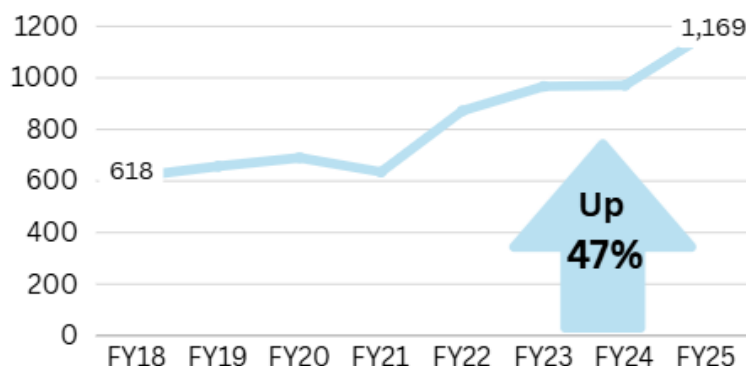
Forensic Mobile Crisis Unit

551

individuals served

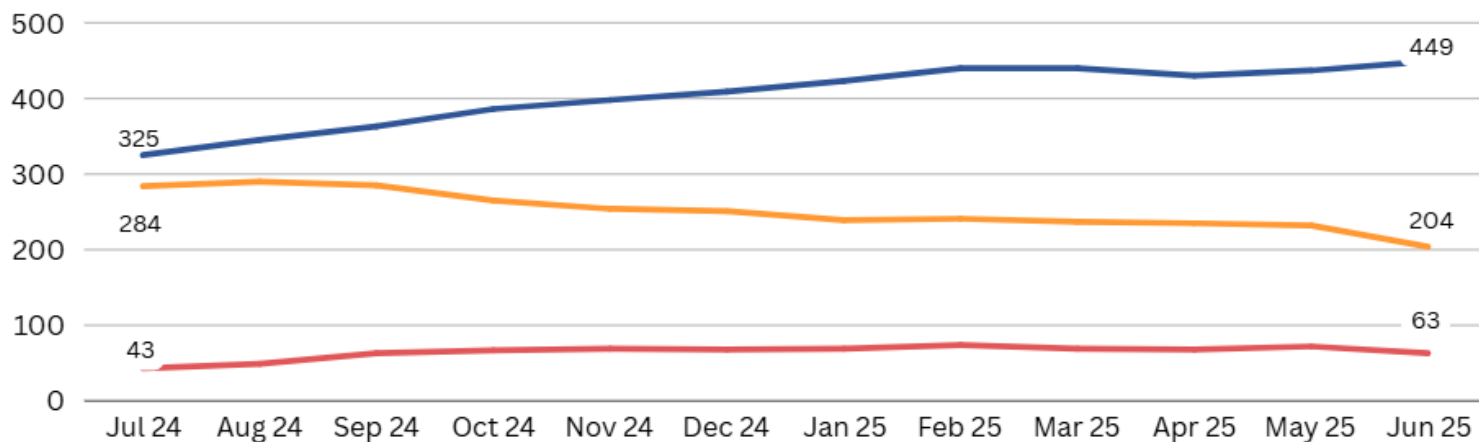
Provides evaluation, treatment and community monitoring under the order of the circuit courts for individuals with mental illness and developmental disabilities involved in the criminal justice system.

Pre-trial Evaluations Completed



Incarcerated individuals awaiting a pre-trial evaluation or admission to a DMH Behavioral Health Hospital for competency restoration.

● Incompetent to stand trial (IST) ● Open Pretrials ● Pending IST



Capacity and Infrastructure

Reconceptualization

5 Division of Developmental Disabilities (DD) crisis stabilization admissions

13 DD and Division of Behavioral Health partnership admissions

DD Psychiatric Stabilization Service (DD PSS)

Developed new program to provide in-home psychiatric stabilization services to individuals at risk of losing their residential placement due to unmet psychiatric needs.

49
individuals
receiving DD PSS
psychiatric care

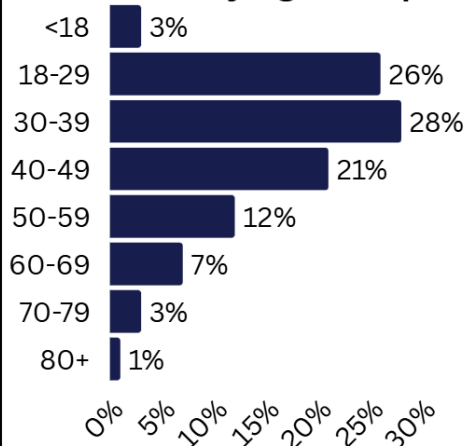
60
individuals
receiving DD PSS
consultation

Community Behavioral Health Liaisons

20,655
referrals

55%
Referred to
behavioral health
and/or community
services

Referrals by Age Group



Hearnes Acute Rehabilitation Program (HARP)

HARP serves Missourians in the community with diagnoses of behavioral health and intellectual and developmental disability (BHIDD) by providing psychiatric medication stabilization and successful reintegration into the community.

27
admissions

19
discharges



Average length of stay

91 days

Behavioral Health Crisis Center (BHCC)

22
total BHCCs
4 new

50,411
referrals
↑ 20% from
FY24

44,174
individuals
served

7.2
mins
average
time law
enforcement
spends at BHCC

\$299.6
million
estimated cost
saving from
hospital
diversions

\$1.9
million
estimated cost
saving from
jail
diversions

Presenting Problems

69% mental health
27% substance use

* BHCC cost-savings are estimated using a model developed by the Missouri Behavioral Health Council and are not based on Department of Mental Health data.

Certified Community Behavioral Health Clinics (CCBHCs)

20 CCBHCs serving all of Missouri's counties

41,58 Missourians served in 2024

20,776
adult referrals
from law
enforcement in
FY24

5,984
youth referrals
from law
enforcement in
FY24

Technology

19

Initiatives Defined

7

Initiatives Completed

DMH is committed to advancing technology systems to better support DMH staff and individuals.

CHARTe Implementation

DMH is transitioning to a Comprehensive Health and Record Tracking system “CHARTe”, a cloud-based electronic health record (EHR) solution, at all DMH State Operated hospitals and programs. CHARTe will modernize and streamline facility operations from admissions and bed management to treatment plans, pharmacy, billing, and quality compliance.



A logo design contest among all DMH facility staff was held, and a logo was selected for CHARTe.

FY 25 CHARTe Accomplishments:



A ticketing platform to support end users after go-live was designed by the CHARTe Support Team.



84.8%
complete

EHR Phase Status



8

design and build workshops were completed with participation of over **180** Lead Analysts and Subject Matter Experts

9

project update and informational videos were produced by the DMH CHARTe Video Team, and are accessible to all staff in the CHARTe Video Library

64

hours of testing during Integration Testing 1 event with a total of 11 scripts vetted, with an average overall pass completion of **83%**

115

DMH trainers have been scheduled for CHARTe Train the Trainer

435

electronic devices were configured by the CHARTe Support Team during Configuration Fest

1,500

end users have completed Basic Computer Skills Training in preparation to use CHARTe



Technology

ConneXion

DMH is shifting to a web-based, case management software for Intellectual/Developmental Disability (IDD) Home and Community Waiver programs. ConneXion will provide consumers with a patient portal and interface with the Missouri Medicaid system.

Planning and
Procurement

77%
complete



Time Clock Plus (TCP)

3,000

Division of Behavioral Health staff transitioned to TCP and Humanity, an electronic timekeeping system

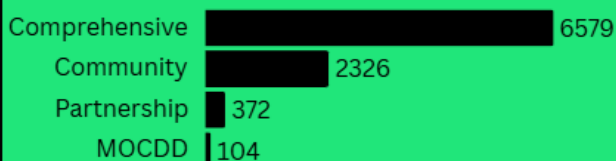
Ohio Scales Assessment

Implemented a new application for the Ohio Scales Assessments at Hawthorne – Missouri is the first known state to modernize the original Access database used for the assessment.

Health Risk Screening Tool (HRST)

The Health Risk Screening Tool (HRST) is an electronic tool used to provide early detection of health risks and destabilization. The HRST tool is a component of the Missouri Division of Developmental Disabilities Health Risk Screening (HRS) Process that has been implemented statewide to support waiver participant health and welfare assurances.

Number Screened by Waiver

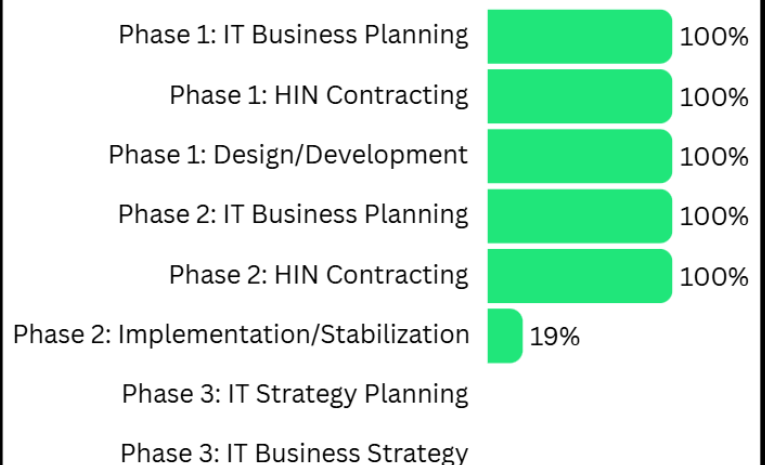


ELTSS Project - Phase 2

The Division of Developmental Disabilities (DMH-DD) launched Phase 2 of the electronic Long Term Services and Supports (eLTSS) Health Information Data Exchange Project with participating Health Information Networks (HIN).

This initiative enables health and social care providers to securely access person-centered service plan (PCSP) information for individuals with IDD through Missouri's Health Information Exchange (HIE) ecosystem. eLTSS is built using nationally recognized HL7 data standards that ensure scalability, sustainability, and compatibility with modern technologies.

eLTSS Phase Status



As part of the project DMH-DD developed and launched the PCSP App, a web-based application that allows State Support Coordinators to digitally create PCSPs and transform them into structured HL7 messages for electronic exchange.



31

state support coordinators trained and actively using the PCSP app

Quality Outcomes

DMH is committed to promoting quality outcomes for individuals in its care and in the community through policy, best practices, and compliance.

53

Initiatives Defined

20

Initiatives Completed

Recovery Support Services

4,069 Individuals served by recovery support service providers

86% Did not use alcohol or illegal drugs in the past 30 days

63% Were currently employed or attending school

98% Had no new arrests

94% Had a permanent place to live in the community



39,491

individuals served in Recovery Community Centers



Recovery Community Centers provided over

26,403 hours

of services



Recovery Community Centers distributed over

19,279

naloxone kits

Missouri Tiered Supports Summit

283

registrants

63

providers

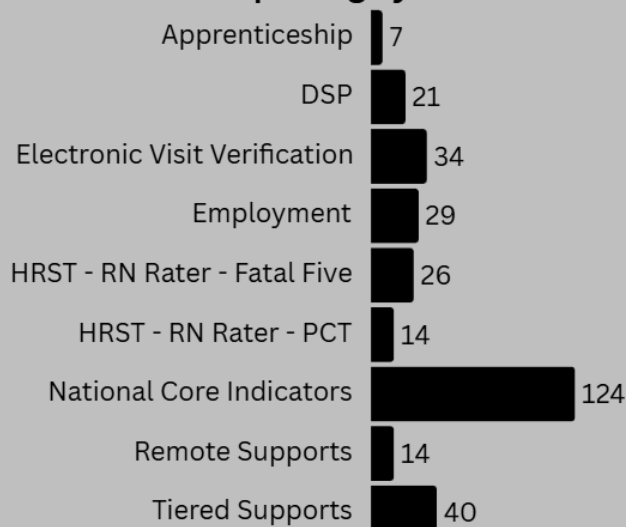
Value Based Payments (VBP)

VBP models pay enhanced rates for quality of care instead of traditional fee-for-services.

177 providers

participated in VBP from the Division of Developmental Disabilities (DD)

DD Providers reporting by VBP incentive



*HRST = Health Risk Screening Tool

**PCT= Person Centered Thinking

DD Health Home

The Division of Developmental Disabilities (DD) Health Home provides population health management and assists individuals with meeting their health and wellness goals while also ensuring individuals get the care they need.

15,148

active individuals

Quality Outcomes

Health Assessment and Coordination (HAC) Services

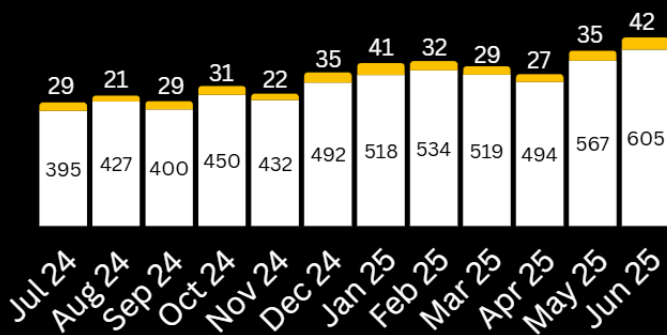
The Division of Developmental Disabilities partners with StationMD to provide the HAC service for Medicaid Waiver recipients.

94% of StationMD consults deflected emergency care

Number of StationMD Consults

● Treat in Place

● Recommend Higher Level of Care



Dual Behavioral Health and Intellectual/Developmental Disabilities (BHIDD)

127

individuals with a Care Manager BHIDD Referral



82

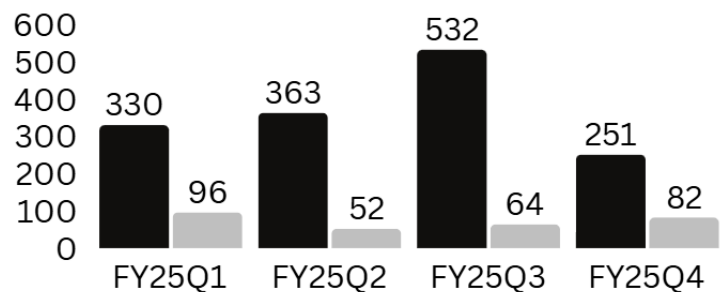
completed moves to housing that met co-occurring needs

Building formal training opportunities, including a learning collaborative for providers to network and learn from each other.

Learning Collaborative Attendance

● Virtual

● In-Person



Missouri Alliance for Dual Diagnosis (MOADD)

Established in 2018 as a collaborative effort between the DMH and DMH providers with interest in developing expertise in supporting individuals with BH/IDD.



2,330

registered users of the MOADD mobile application

Top 5 Recommendations from MOADD ECHO Hub Team:

1. Family Resources
2. Additional Medical Assessments
3. Trauma-Informed Therapy
4. Starting or Re-starting ABA services
5. Additional Psychological Assessments

MOADD ECHO

(Extension for Community Health Outcomes)

128

participating providers

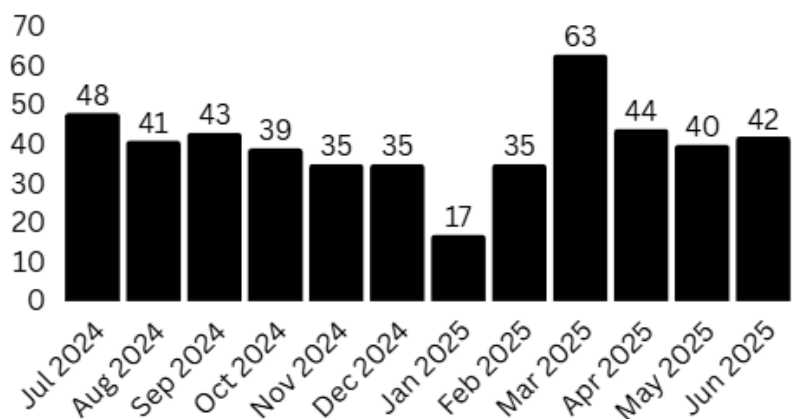
442

participants since March 2021

40

participants a month average

Number of Participants in Attendance per Month



Operational Excellence

DMH is committed to developing skills, changing approaches, and improving processes to create an environment of continuous improvement.

124

Initiatives Defined

73

Initiatives Completed

Continuous Improvement



2 staff graduated from the rigorous 32 week Show Me Excellence Green Belt program



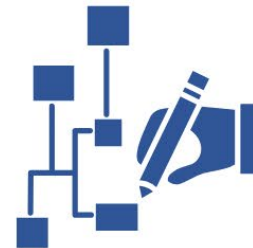
21

DMH Staff completed Initiative Team Boot Camp, an intensive one-day workshop teaching project management skills.



251

DMH staff participated in the Show Me Excellence Summit learning continuous improvement skills and networking with other like-minded State staff



7

DMH process mapping workshops held across the state



52

DMH staff were taught by Robust Process Improvement Black Belts at the DMH Continuous Improvement Summit

Communication

629

Average DMH staff attending bi-weekly all calls



Hosted accessibility events and office hours to increase staff knowledge and to assist in creating more accessible documents for the public.

392

attendees at accessibility office hours

2,129

attendees at accessibility events

Data Driven Culture

440+

Tableau workbooks

500+

Tableau data sources

53

Tableau Creators

7,000+

Tableau Viewers

18

Staff trained at Missouri Tableau Day

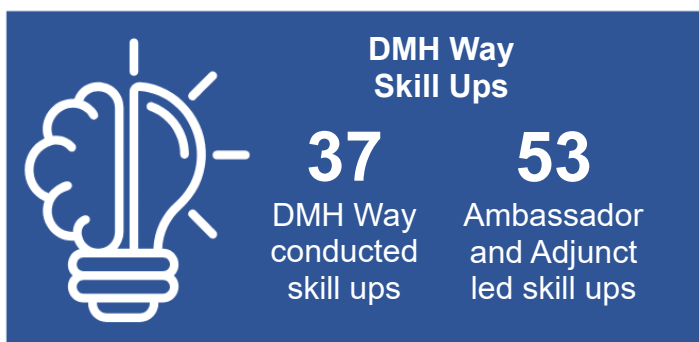
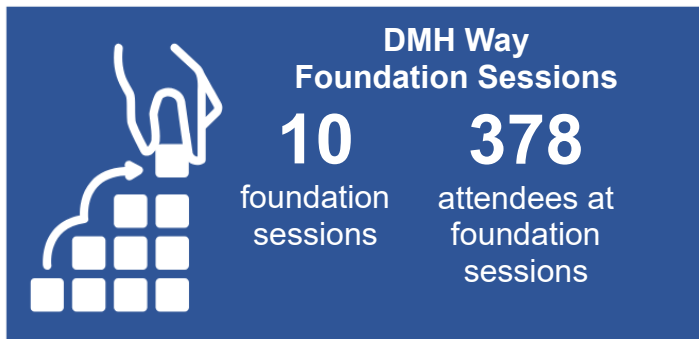


Operational Excellence



Positive Work Environment

The DMH Way is how we work together to create stronger working relationships, better engagement, and more fulfillment in our roles.



Independence and Self-Sufficiency

DMH is committed to increasing independence and self-sufficiency within Missouri's mental health system.

29

Initiatives Defined

9

Initiatives Completed

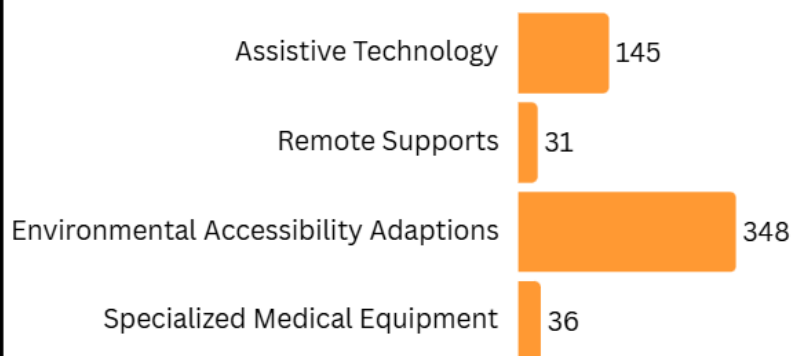
Universal Design and Assistive Technology

Technology First considers the use of technology *before* direct support professionals.

1,464

Total cumulative individuals authorized for assistive technology or remote supports

UDAT Consultations, Technical Assistances, and Trainings



Individual Placement and Support (IPS) Evidence Based Practice Employment Program

Division of Behavioral Health is the state agency lead of the Office of Disability Employment Policy (ODEP) awarded National Expansion of Employment Opportunities Network Initiative (NEON).

- 1 of 13 states to receive award
- Focus on Employment First Legislation and State as a Model Employer

2,399
IPS
individuals
served

33
sites

43%
IPS
employment
rate*

*National Average
is 42%

Dialectical Behavior Therapy (DBT)

Services for individuals with chronic suicidal behavior, mood and behaviorally dysregulated, complex, and difficult to treat.

14

Community Health
agencies providing

159

Individuals served in
2022 and 2023

Assertive Community Treatment (ACT)

Comprehensive, transdisciplinary, wrap around treatment for individuals with severe mental illness and co-occurring disorders.

27

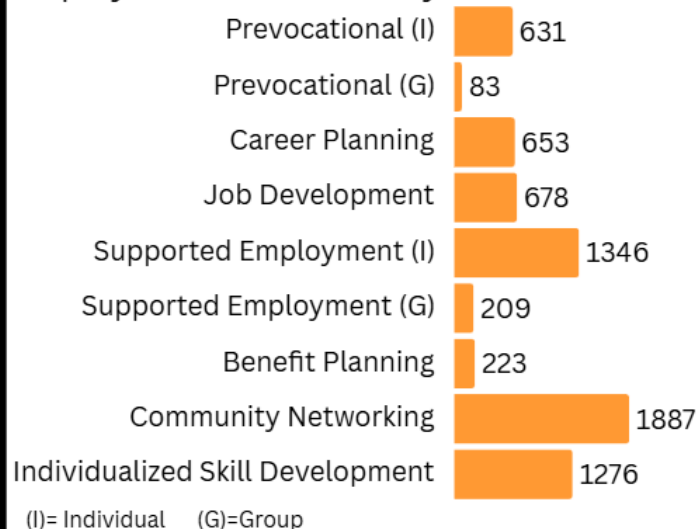
teams

1,323

Individuals served

Employment and Community Integration

Division of Developmental Disabilities
Individuals in a Medicaid Waiver Accessing
Employment or Community Services in FY25



Independence and Self-Sufficiency

Autism Services

7,678

Individuals are enrolled in the Missouri Autism Projects

4,271

Autism Spectrum Disorder (ASD) Evaluations

69%

Of individuals evaluated for ASD in FY25 received an Autism diagnosis

Family Flexible Assistance Program (FFAP)

The FFAP provides access to funding that can be used to support individuals with autism who are enrolled in the East and Northwest Autism Projects through a simple online application.

2,634

applications received

1,079

awarded applications

Funds exhausted in **40 mins** upon the application being open.

DMH Funded Autism Education



4,794

Community and Family Members received **728 hours** of training and education

6,795

Professionals received **9,881 hours** of training and education



Integrated Treatment for Co-Occurring Disorders

Individualized services for persons with severe mental illness and a co-occurring substance use disorder

52

teams

28

Community Health Centers

1,411

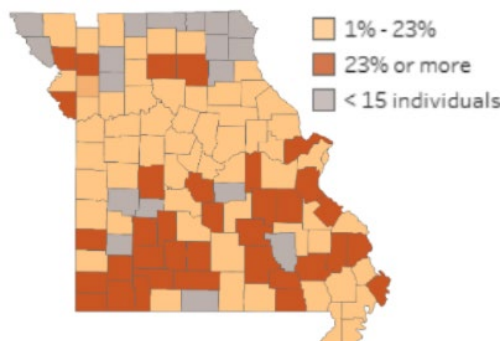
individuals served

Self-Directed Services (SDS)

3,400

individuals in the SDS program

Percent of DD Medicaid waiver individuals using Self-Directed Services



Housing Liaisons

6,918

Missouri individuals experiencing homelessness

25%

of homeless individuals were unsheltered 2023

3,058

individuals assisted by Housing Liaisons

Peer Supports

2,138

Certified Peer Specialists (CPS)

54

Certified Reciprocal Peer Recovery (CRPR)

91

Youth Peer Specialists (YPS)

191

Family Support Providers (FSP)

69

Pregnant and Parenting Families

Mental Well-being

DMH is committed to helping people cope with life's stresses so they can be healthy, happy, and productive members of their communities.

53

Initiatives Defined

32

Initiatives Completed



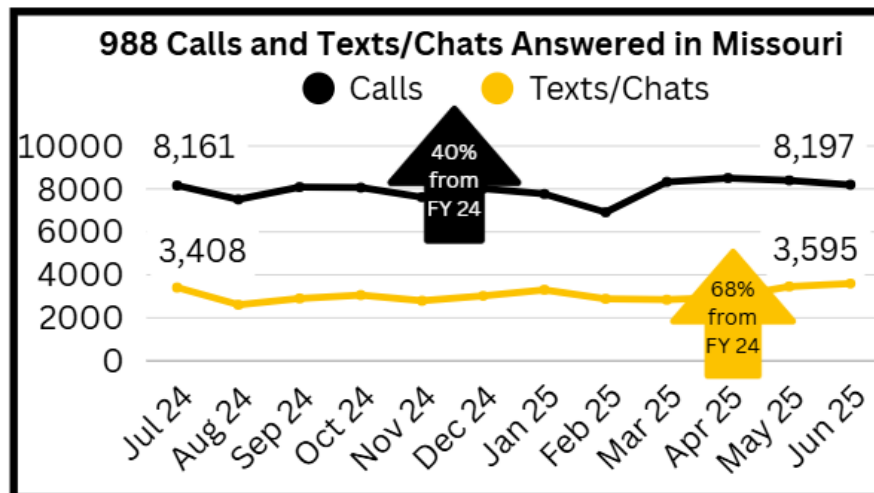
Top 3 Reasons for Contacting 988

26% mental health needs or referral assistance

16% currently suicidal

14% acute mental health crisis

95,595 calls **23,512** texts **13,336** chats



Behavioral Health Strike Team (BHST)

217 BHST members

Worked with the Disaster Medical Assistance Team (DMAT) at St. Louis Mardi Gras events.

30

BHST responding to VIC exercise in Sikeston, MO on May 15th

200+

BHST from 20 provider agencies deployed to respond to the May 2025 tornados in St Louis. Response efforts lasted from May 21 through June 27. Efforts include supporting behavioral health needs in shelters that were established after the storm.

5

NOVA trainings for new BHST members

Disaster Services

Ran the Federal Emergency Management Agency (FEMA) Crisis Counseling Program in response to the May 2024 tornados and flooding.

Created resources for mass violence and behavioral health.

4

Regional Tabletop exercises to prepare staff for disasters

512

MO School for the Severely Disabled staff trained on preparedness

Launched the Disaster Behavioral Health conference in April with **232** participants

7

Winter storm after action reviews

Performed Active Threat exercises at DMH locations

15

people trained on Access and Functional Needs at State Emergency Management Agency (SEMA) Region H Regional Meeting

Mental Well-being

Engaging Patients in Care Coordination (EPICC)

EPICC is a hospital-initiated substance use program that utilizes peer recovery coaches to connect patients who present to the hospital with a substance use disorder to community-based treatment and expedited access to medication-assisted treatment (MAT).

5,349

referrals
17% increase from FY24

Medicated Assisted Treatment (MAT)

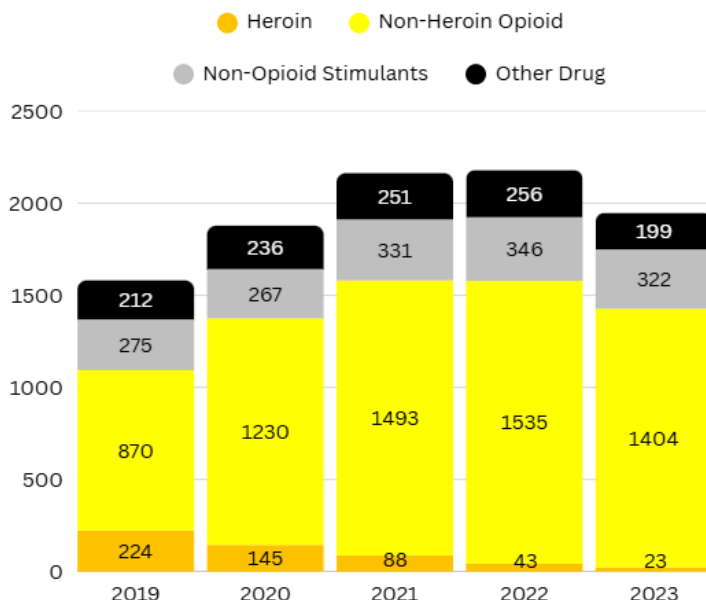
85.6%

Persons with Opioid Use Disorder Received MAT

31.5%

Persons with Alcohol Use Disorder Received MAT

Missouri Resident Overdose Deaths



Fatal Overdose Totals

2,163

In 2021

2,180

In 2022

1,948

In 2023

Opioid

602,510

Naloxone kits distributed with 1,205,020 doses

41,862

individuals received overdose education and naloxone distribution

139%

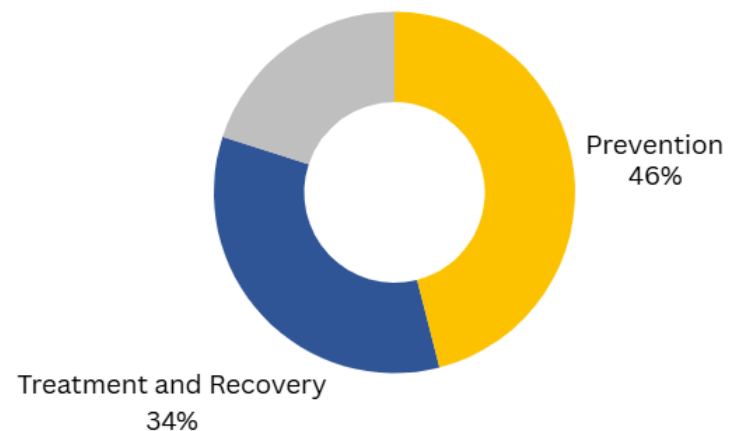
increase in naloxone kits distributed from FY24

6.8%

increase in individuals provided with overdose prevention education (OEND) from FY24

Opioid Settlement Funds*

Other Opioid Abatement Strategies
20%



* includes all state departments, but no local governments

Mental Health First Aid

11,940

Individuals trained in Mental Health First Aid (adult and youth)



Suicide Prevention

26,562

individuals trained in suicide prevention online and in-person

Children's Services and Supports

DMH is committed to revamp Missouri's children and adult mental health systems to provide appropriate levels of care, support, and education.

26

Initiatives Defined

10

Initiatives Completed



Mobile Crisis Response

Mobile crisis response teams have responded to over

14,544 youth
since 2022

3,562 youth
in FY25

Child Specific Contracts

Child specific contracts represent youth in the Department of Social Services Children's Division and residing in a Division of Developmental Disabilities (DDD) residential provider.

Total Number of
Child Specific
Contracts

332

Average age

15

Average length of
contract

2 years

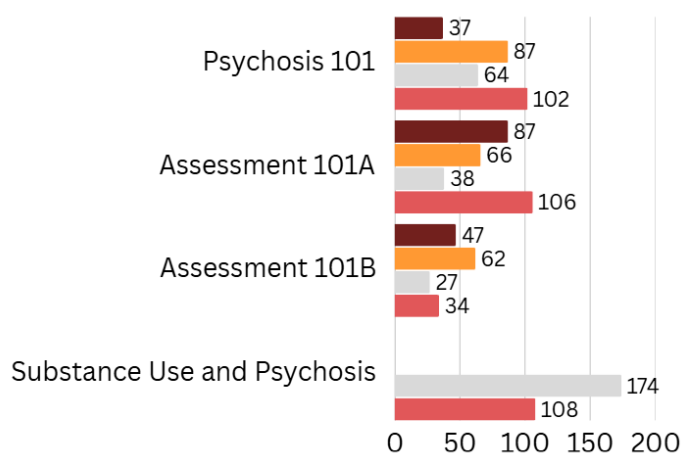


Missouri's Early Psychosis Care Center (EPC) Center

Missouri's Early Psychosis Care (EPC) Center is a partnership between DMH, Missouri Institute of Mental Health, and the Missouri Behavioral Health Council. The EPC Center provides technical assistance, trainings, and best practices for community agencies supporting individuals experiencing their first episode of psychosis (FEP).

Attendees at EPC-Developed Trainings

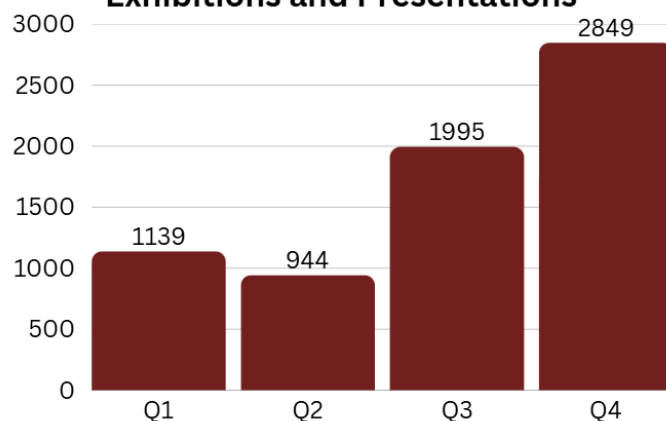
Q1 Q2
Q3 Q4



98

attendees at other
EPC- sponsored trainings

Attendees Engaged through Conference Exhibitions and Presentations



77

total
consultations

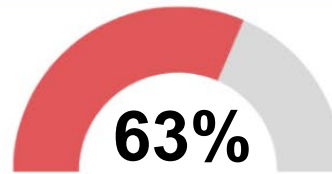
981

EPC and LifeLaunch
materials

Children's Services and Supports

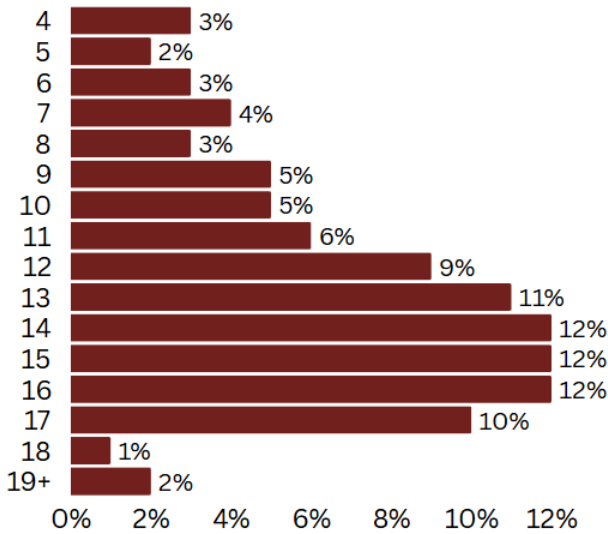
Youth Behavioral Health Liaisons (YBHL)

5,986 YBHL referrals

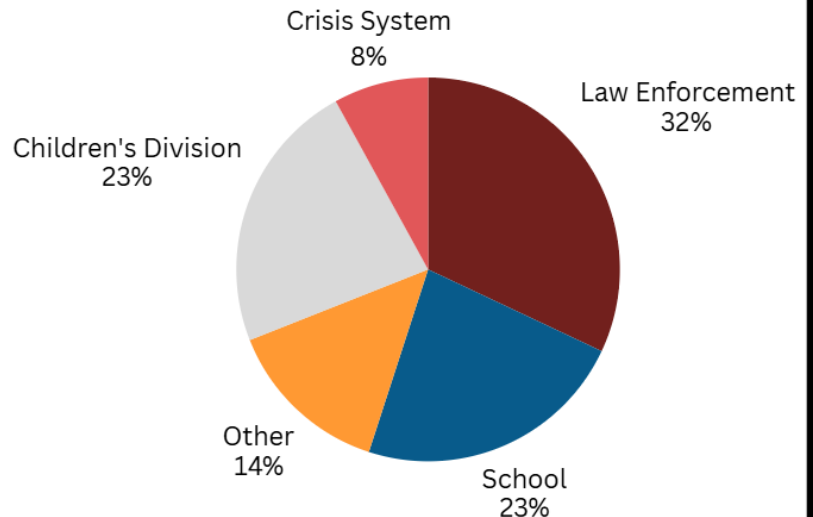


of those referred to YBHL were referred to behavioral health and/or community services

Age Distribution of Referrals



Referral Source



Growing Healthy Communities Podcast

DMH's Children's Office's Growing Healthy Communities podcast is targeted to parents and community members supporting Missouri youth. Licensed professionals and individuals with lived experiences present topics identified by parents, caregivers, and community members that address the needs of youth and families in Missouri.

Podcast Listens



18 total episodes

School-Based Prevention



3,446

students participated in teen Mental Health First Aid

10,003

school staff and students trained in Signs of Suicide

12,477

students participated in a Missouri School-based Substance Use Prevention Intervention and Resources Initiative